



Oregon Health Authority
Department of Human Services
P.O. Box 2960
Tualatin, OR 97062

www.OHPCC.org

January 26, 2015

Dear Medicaid Provider,

On behalf of the Oregon Health Authority (OHA), I would like to thank you for all your efforts in providing medical/dental/behavioral care for those most in need, clients with Open Card FFS benefits & Medicare benefits with the State of Oregon.

The OHA understands the challenges that providers face when providing services for these patients who have significant needs and a variety of medical and behavioral diagnoses. The OHA has partnered with APS Healthcare to provide a 24-hour Nurse Advice Line, case management, care coordination and disease management services to this group of Open Card FFS & Medicare clients. These contracted services are known as the "Oregon Health Plan Care Coordination" (OHPCC) program.

APS Healthcare operates these programs designed to support Medicaid and Medicare providers, public agencies, and the medical and behavioral health care community to improve the health of both Oregon Medicaid and Dually Eligible clients. APS Healthcare provides telephonic health coaching and uses field-based Registered Nurses to assist these clients who are identified with the most acute medical, behavioral and social needs. These benefits are free and optional.

The Oregon Health Authority would appreciate your cooperation working with our partner, APS Healthcare, in their efforts to improve the health status of Oregon's Medicaid and Dually Eligible population. By working together, we can increase your patient's level of compliance and avoid an unnecessary higher level of acute care.

We realize that you may have HIPAA concerns. We want to assure you that APS Healthcare is a contracted business associate with the OHA and is well within its legal rights and HIPAA compliance requirements in requesting personal, protected health information for those members they are serving. OHA also requests your cooperation with APS Healthcare by releasing required information to them as needed for the most effective care.

If you have any questions, please contact me at directly at (503) 945-5750.

Sincerely,

Chris Barber, Quality and Clinical Director
Medicaid Assistance Programs
Oregon Health Authority
Phone: 503-945-6588
Fax: 503-945-6548